**PERSON SPECIFICATION (PS)**

This form lists the essential and desirable requirements needed in order to do the job.

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| **Job Title:**  | Examinations Administrator (Operations) | **Job ref no:** | **ACR-0237-24B** |
| **Grade:**  | 4 | **Department:** | **Academic Registry** |
| **Accountable to:**  | Examinations Manager (Operations) | **Responsible for:** | **N/A** |
| **PS created by/ or reviewed by:** | **Nerys Evans and Rebecca Wombwell** | **Date PS created/ reviewed:** | March 2024 |

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| **Evidence** |
| **Competency** | **Essential** | **Desirable** |
| 1. Service Delivery | Ability to administratively support in-person examinationsAbility to prepare examination papersAbility to administer special examination arrangementsAble to deal calmly and productively with situations of conflict and pressureHigh level of customer focus and ability to deal effectively with a wide range of internal and external customersAbility to work as part of a team Self-reliance and ability to make decisions on own initiative in absence of superiors | Experience of working in a demanding office environment with multiple functionsExperience of maintaining essential information |
|  2.Communication | Ability to provide advice to students and staff and answer queriesExcellent communication and interpersonal skills, written and verbalGood standard of written and spoken EnglishAbility to communicate professionally, confidently and appropriately with colleagues at all levels within an organisation, and with students | Experience of adapting communication skills appropriately |
| 3. Planning and Organisation | Ability to check quality assurance documentationAbility to work methodically, to establish and follow set processes and procedures accuratelyAbility to pay attention to a high level of detail and accuracyAbility to plan, manage and prioritise workload when under pressure to meet deadlines | Experience of planning office workExperience of managing a schedule of activities |
| 4. Liaison and Networking | Ability to liaise with academic staff in relation to compilation of examination papersAbility to liaise with external examiners  | Ability to participate in internal meetings |
| 5. Initiative and Problem Solving  | Ability to ensure special examination arrangements are in placeAbility to triage queries and signpost appropriatelyAbility to work with colleagues to solve problems related to Registry workAbility to adhere to procedures and regulations | Experience of problem solving and using creative ideas to solve problemsExperience of using initiative to provide advice |
| 6. Decision Making Processes and Outcomes | Ability to follow procedure and process and make decisions independently | Experience of making decisions |
| 7. Experience  | Educated to A-Level standard or equivalent experience | Experience working in a busy, demanding office environment with multiple functionsExperience of working with a variety of customersExperience of working with examination and assessment processes and regulations |